

19 February 2003

Mr Andrew Reeve
Commissioner
Government Prices Oversight Commission
GPO Box 770
HOBART TAS 7001

Dear Sir

I respond to your invitation to comment on the investigation of Metro Tasmania Pty Ltd pricing policies.

I take the opportunity to comment on the first issue -

1. Effectiveness of Metro's Service Delivery.

I have on several occasions brought to the attention of both the Minister responsible and the Management of Metro the issue of service delivery around Burnie Show Day holiday. Whilst Metro believe low usage of the service and the lack of any local financial support allows them the right to remove totally the service in the Burnie area on a Gazetted holiday for the Burnie area, I have had complaints that in the Central Coast area where it is not a Gazetted holiday the service is suspended for the Burnie Show holiday as well.

When a Metro service is introduced to a community I believe it fair to expect that on all working days the usual service is not only expected, but delivered. I question therefore whether Metro are meeting the Shareholders Expectations Statement as per your letter.

I would therefore appreciate any investigation into this issue on behalf of the Central Coast area and a comparison of the Show Day service delivery in Hobart, Launceston, Devonport and Burnie are being equitably treated as regards the lack of service on Burnie Show Day.

Yours faithfully

Hon Sue Smith MLC
Member for Montgomery
Legislative Council of Tasmania.